OWA & How to Verify an O365 Account

I. **OWA**

What is OWA? Outlook Web Access is a web based email client that has the same functionalities as Outlook client. Users can access their mailboxes using a web browser regardless of whether or not the computer is equipped with Outlook client.

Note: **It is the user's responsibility to log in to OWA or Outlook client once a month.** If you encounter issues accessing OWA or Outlook client, please contact the ESD Enterprise Service Desk at 1-855-373-8762. Make sure you obtain an Incident ticket.

II. **How to Verify an O365 Account**

There are a few steps that **HQMC Reservists** will need to complete to verify O365 account enablement.

At Home Instructions
1. Attempt to access https://O365.usmc.mil/
2. Select the Authentication certificate.
3. ****If unable to access the O365 OWA web portal. Attempt to access the legacy portal.****
4. The Legacy OWA web portal is https://owa.usmc.mil/ . **If the user accessed this OWA web portal successfully, the user has NOT migrated to O365**.
   They will need to contact the ESD Enterprise Service Desk at 1-855-373-8762 and Request to Migrate account to O365.

At the Pentagon
1. Users will need to complete pages 1-14 on the O365 Set Troubleshooting Guide utilizing a MCEN-N computer.
2. If users are UNABLE to complete page 4, accessing https://portal.apps.mil/ they will need to contact the ESD Enterprise Service Desk at 1-855-373-8762 and Request to Migrate account to O365.